

I ♥ Tips for Getting the Lowest Rates

And Durham has 111 ways to help you use less water. Because the less you use, the lower your rate, the more money you save.

Durham's new tiered water rates mean the less water you use, the lower your rate, and the more money you have for other things you want and need. To get the lowest rate, you and your family can follow as many of the 111 water-saving tips as possible at DurhamSavesWater.org. Each tip may seem like a drop in the bucket but they add up to a lot of water and a lot of money saved. Water is a precious resource. Every drop is essential to everyone's life — and to Durham's economic sustainability.

On May 5, 2008, the Durham City Council voted to implement rate increases along with a new, tiered rate structure designed to encourage single-family residents to conserve water. Efficient and essential water uses are captured in the lowest Super Saver Tier 1. Discretionary water use, such as irrigation, car washing, and filling pools, can bump customers into more expensive tiers. We're sure you have questions, so here are some answers.

Q&As on Durham's Tiered Water Rates

When will I get my first bill with the new rates?

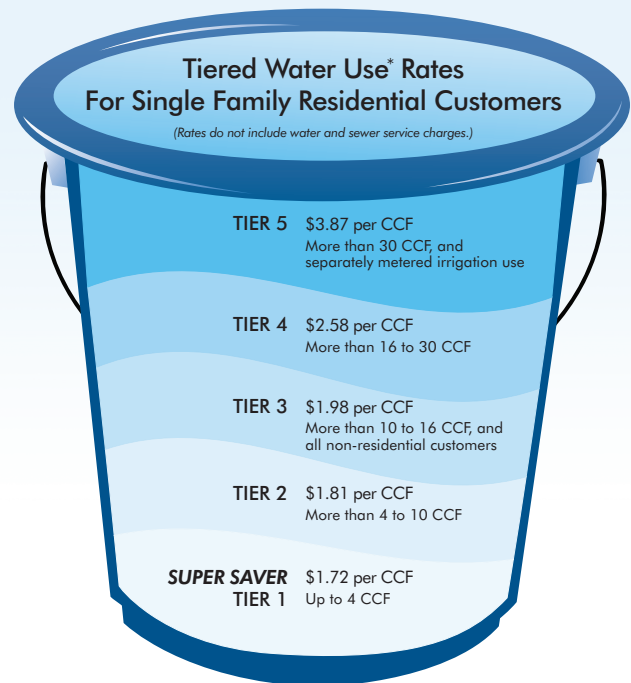
Customers who are billed monthly, primarily non-residential, will see the rate change in their August bill for the period starting July 1, 2008. Customers who are billed bi-monthly, primarily residential, will see the rate change in their September bill for the period starting July 1, 2008.

Why are only single-family residential customers subject to the new, tiered structure?

Individuals in this group have the most opportunities to make significant water-saving changes. Business and commercial customers have more consistent and controlled water use required in their daily processes and operations. However, everyone is being asked to implement conservation measures.

What is the typical increase for residential customers for the year 2008?

The Super Saver Tier 1 is the lowest, most efficient water use level. Those using up to 400 cubic feet will pay about \$5.37



*Use is shown on a bimonthly basis.
1 CCF=100 cubic feet or 748 gallons.

more per month, or \$10.74 bi-monthly. We estimate that most single-family residential customers will fall into a combination of Tiers 2 and 3 and pay approximately \$7.38 more per month. We encourage you to conserve as much water as possible to stay within the Super Saver Tier 1 by using the 111 tips at DurhamSavesWater.org.

If I use water in the higher tier, will all of my water use be charged at the higher rate?

No. Your bill is calculated so that only the excess or overage will be charged at the higher tier rates.

Will sewer charges be assessed at the tiered rates?

No. In fact, the sewer usage charge rate did not increase this year. Only the *service charge* portion of the sewer bill increased.

Why was a water and sewer rate increase necessary for fiscal year 2009?

Over the past several years, Durham has gradually been increasing water and sewer rates. Unfortunately, these increases have not been enough to cover the large capital projects that are required for the City to continue to provide an adequate supply of safe drinking water for our customers.

Why was the increase so big for the fiscal year 2009?

The existing water rates did not fully recover the cost of providing service. For several years, one-time revenues—such as fund balance (the City's rainy day fund) and sales of water to other localities—provided a subsidy to the water rates. These one-time revenues are no longer available to the City. Deferred maintenance and capital improvements to the system also required attention, along with our debt coverage requirements on revenue bonds issued to provide for capital needs of the water and sewer systems.

Were rates raised because of lost revenues due to the drought?

No, rates were not raised because of the lost revenues due to the drought. Even with restrictions in place for nine months, the revenue generated was close to the anticipated level. However, many additional drought-related expenses occurred, along with the significant cost increases for chemicals, fuel and energy for water and wastewater treatment.

Available Soon: \$100 Toilet Rebates!

The City of Durham will be offering \$100 rebates on High Efficiency Toilets (HETs) starting in late August 2008. HETs provide between 20 and 60 percent water savings, using just 1.28 gallons per flush, compared to toilets in most homes that use 1.6 gallons or more. HETs with the EPA's WaterSense label will be eligible for the rebate, which will be applied as a credit to your water bill. Any HET purchased and installed after January 1, 2008 will be eligible as long as you have the receipt and labeling information. Visit DurhamSavesWater.org for updates on the program.



Web ads from campaign to encourage residents to conserve water.

I ♥ Water and the 111 Tips at DurhamSavesWater.org.

There are many simple, everyday changes that you can make to use water more efficiently. Start by loving your water! Think of it as a precious commodity that needs to be protected and conserved. Repair all leaks and drips—they add up to money down the drain. Install faucet aerators and turn off the water while brushing your teeth or shaving. Install low-flow showerheads and take quick, 5-minute showers. Install a new low-flush toilet if possible or use a toilet displacement device in your existing tank.

Run washing machines and dishwashers only when full and replace with new efficient models if possible. Install native, low-water-use, drought-tolerant plants and mulch to retain moisture. Check sprinkler systems for leaks. For lawns, one deep watering of one inch per week is better than lighter, more frequent waterings. Use a broom to clear debris from patios and driveways and a bucket of water to wash your car.

Remember, when you use less water, you protect your hard-earned money, Durham's water resources, the environment, and our way of life. For all 111 water-wise, money-saving tips, call **560-1200** or visit DurhamSavesWater.org.

DurhamSavesWater.org

